

## **Cancellation terms**

### **Cancellation right**

You are entitled to cancel this contract within fourteen days without providing written justification (e.g. letter, fax, email) for doing so.

The fourteen-day period starts upon receipt of these instructions. Dispatch of cancellation in good time is required in order to comply with the cancellation period.

The cancellation should be sent to:

Tempoflat.com  
UMS AG, Waffengeweg 11, CH-3014 Bern  
service@tempoflat.de  
Fax: +41 31 381 01 01

### **Consequences of cancellation**

In the case of an effective cancellation, we will return all payments made by you at the latest within fourteen days from the day of receipt of your declaration of cancellation. This will be exempt of any charge.

If, during registration, you requested for our services to be provided prior to the expiry of the right of cancellation, you undertake to reimburse us a suitable amount for the services already provided. This is based on the share of services provided up to the cancellation in comparison to the total extent of services set out in the contract.

Calculation of this share in comparison to the full extent of services is based on the following percentage breakdown of the service packages:

#### Basic package

- Publication on Tempoflat, ImmobilienScout24, Immowelt & Immonet 30%
- Initial call, advice & support 30%
- Use of the Online Contract tool 20%
- Troubleshooting 20%

#### Security package

First 15% according to Basic package.

Additional 5%:

- Tenant's security check 50%
- Help in requesting the consent to sublet 30%
- Rental payment transfer service 20%